CR\_Mercedes-Benz South West-UK - Consumer Mobile Application Development

Version 1.00

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| --- | --- | --- | --- | --- | --- | --- |
| **1 Change Request – CR\_Mercedes-Benz South West-UK - Consumer Mobile Application Development** | | | | | | |
| Change Details | | | | | | | | |
| Type | | | Enhancement | | Priority | High | | |
| Solution Reference/cOUNTRY | | | Navotar | | pRODUCT AND vERSION nUMBER | Navotar Backend. – Version 2.0 | | |
| Details of the Change | | | | | | | | |
| **Overview**  This mobile application should be a public application whereas the mobile app has to be downloaded from multiple platforms such as Google Play Store and the Apple App Store. People who download this App would be able to create a new profile for themselves on their own.  This document will explain the reader how the mobile app should be, and what functionalities should be there in the mobile application.  **Requirement 1: Application Theme.**  This application is going to be in a dark theme, would follow the colour scheme defined below.  Background Color: **FFFFFF**  Accent Color: **242F60** & **FECD0D** (Colors on the logo)  Text Color: **000000**  Logo:    Sample images of the app:      **Requirement 2: Skip Screen.**  Before the user gets to the login screen, there must be 3 screens where is shall have the particular company’s logo, an image background and some text overlayed in the center.  At the bottom right of each screen, there must be a button to take the user to the next screen.  The user should also be able to change the pages by depending on the swiping direction.  Swiping Left to Right: Take the user to the previous page.  Swiping Right to Left: Take the user to the next page.  On the last screen, the button should then take the user to the Signup / Log in screen.  On the last screen it should NOT allow you to go to the Signup / Login screen unless the user presses the button on the bottom right-hand side of the screen.    **Requirement 3: Sign up / Log in Page**  **Requirement 3.1**  This would be the first page in the mobile app. The logo of the company should be placed on the top of the screen and the other text inputs and the buttons should be there as sketched in the image below. This screen will have multiple functionalities focusing on different functions.  C:\Users\Home\Desktop\Wire Frames\Sign in.png   * “Log In” Button.   The user should be able to enter the user credentials to log in to the system. Email and password will be used as the credentials to the account.  When the user clicks the “Log In” button, the system should have a validation process on the entered credentials in order to verify the information provided.  The validation should be done in the customer profile of the specific client.  **Condition 1 -** If the credentials match, the user should be able to login to the app successfully.  **Condition 2 -** If the credentials do not match, there should be a pop-up with an error message “Login Failed. Try Again”. There should be a button named “Try Again” and when the user clicks it should take them back to the login screen.  C:\Users\Home\Desktop\Wire Frames\Sign in Error.png  **Requirement 3.2 – Forget Password**  This button will be used when the user forgets the password. The user should be able to reset the password by clicking this button. When the user clicks this button, it should redirect to another screen where the user should be able to enter the email to send a link where the user can reset the password by clicking the link in the email.  The redirected screen should be like as follows,  C:\Users\Home\Desktop\Wire Frames\forgot password.png  **Condition 1 –** There are no email ID matched in the database. If there is no email ID that matches with the backend database, an error message should be displayed. “No profile found for this email address”  The pop-up screen should be like the sketch as below.  C:\Users\Home\Desktop\Wire Frames\forgot password.png  **Condition 2 -** When the user enters the email and click on “send” button, the link should be sent to the particular email. When the user clicks on the link, the link should ask for the new password. The sketch for the screen would be as follows.  C:\Users\Home\Desktop\Wire Frames\Reset Password Link.png  When the user enters the password here to reset, the system should not let the input box copy and paste any text there. User has to enter the password and confirm it manually by entering the password.  If the user enters the password and the password is accepted by the system, there should be a pop-up saying that the password has been changed successfully. The sketch for that screen should be as follows.  C:\Users\Home\Desktop\Wire Frames\Reset pop up.png  **Requirement 3.3 “Sign Up” button.**  **Register Step 1** 🡪 Get Started  This button will be used to create a new account for the user. When this button is clicked, the screen should redirect to another screen where the user will be able to enter the details that the system wants. The redirected screen should be like as follows.  C:\Users\Home\Desktop\Wire Frames\Sign Up 1.png   |  |  |  |  | | --- | --- | --- | --- | | Label Name | Type of Field | Optional / Mandatory | Special Comment | | Email | Textbox | Mandatory | Email validation should be done! | | Confirm Email | Textbox | Mandatory | Confirm Email should be same as “Email”. If it does not match, it should display an error message. “Confirm Email mismatch with Email” | | Password | Textbox | Mandatory |  | | Confirm Password | Textbox | Mandatory | Confirm Password should be same as “Password”. If it does not match, it should display an error message. “Password does not match. Please re-enter the password” | | Next | Button |  | Should take user to the next page! |   **Register Step 2 🡪 Personal Information**     |  |  |  |  | | --- | --- | --- | --- | | Label Name | Type of Field | Optional / Mandatory | Special Comment | | First name | Textbox | Mandatory | Validation 🡪 “First Name is required” | | Last Name | Textbox | Mandatory | Validation 🡪 “Last Name is required” | | DOB | Date Calendar | Mandatory | Age should be above 16 Years | | Address | Textbox | Mandatory |  | | City | Textbox | Mandatory |  | | State | Dropdown | Mandatory | Should load based on the country selection! | | Postal Code | Textbox | Mandatory |  | | Country | Dropdown | Mandatory | Should load all countries | | Contact Number | Textbox | Mandatory | Phone number should be validated. Should be numeric value only! | | Back | Button |  | Should take to “Register Step 1 🡪 Get Started” | | Next | Button |  | Should take to “Additional Info Step 3. | | Take a Photo | Button |  | Please refer the following requirement. |   **User Photo**  This button will be used to save a photograph of the user when the user saves the photo. The user can also skip this process as this is not a mandatory process. The screen will redirect the user to another screen in case the user clicks on this button. The redirected screen should be as shown on the following sketch.  C:\Users\Home\Desktop\Wire Frames\Customer Photo.png  There should be two options available in the screen where the user can select either one of these.   |  |  |  | | --- | --- | --- | | Button | Mandatory / optional | Comment | | Select from Gallery | Optional | The user should be able to select a photo from the Gallery | | Take a photo | Optional | The user should be able to capture a photo using the camera available in the mobile device. | | Next | Mandatory | Should redirect to **Step 03 -> Other information** |   When the user Clicks on the “Next” button, the user should be redirected to enter other information. The screen design for the “Other information” screen should be like as the following sketch.  **Step 03 -> Other information**  C:\Users\Home\Desktop\Wire Frames\Other Information.png   |  |  |  |  | | --- | --- | --- | --- | | Label Name | Type of Field | Optional / Mandatory | Special Comment | | License Number | Textbox | Mandatory |  | | License Issue Date | Date Calendar | Optional | The date cannot be a future date | | License Expiry Date | Date Calendar | Mandatory | If the license has been expired, the system should highlight the license number in red | | License Issue State | Dropdown | Optional | Should load all the state based on customer’s country. | | Back | Button |  | Should take the user to step 2 | | Done | Button |  | Should redirect to Home page |   When the user has created successfully, the pop-up message should be displayed as follows.  When the customer clicks on “Done” the profile has to be created and updated to the system. And the system has to be redirected to the login page where the user can use the credentials to log in to the system. The profile has to be created in the Navotar customer profile of the specific client. All the information including the password should be stored there!  When a new user has created a new profile using this mobile app, a new customer has to be created in Navotar System using the provided details. At the same time, there should be automated email system where the user should be able to get a Welcome Email saying “Welcome to <<company>>.”  **Requirement 04: Dashboard / Home page**  Once the user logs in to the system, he will be redirected to the dashboard. The user should be able to perform a variety of functions in the home page itself.   * Book now * Upcoming reservation (The latest and upcoming reservations should be shown here) * My Rentals (The ongoing and closed agreement should be shown here)   The home page should be designed as following sketch.    By clicking the menu bar in the top left corner, the user should be able to navigate through all the functions available. The user should be able to navigate to   * Book Now * Upcoming reservation * My Rentals * My Profile * Log out   And the screen should be designed as the sketch following,  C:\Users\Home\Desktop\Wire Frames\Menu bar.png  **Requirement 05: Book Now**  **Step 1 – Rental Details**  The user has to be able to reserve vehicle by clicking the button “Book Now” in the home page. The screen should be redirected to another screen where the user should be able to enter the details. The redirecting screen should be like the sketch as follows.     |  |  |  |  | | --- | --- | --- | --- | | Label Name | Type of Field | Optional / Mandatory | Special Comment | | Pick up date | Date Calendar | Mandatory | The date should be same or above the current date  Validation – Pickup Date cannot be past date | | Pick up time | Time Picker | Mandatory | By default, it should be 9.00am. Should be editable | | Drop off date | Date Calendar | Mandatory | The date should be same or past the current date  Validation – Dropoff Date should be always greater than pickup date. | | Drop off time | Time Picker | Mandatory | By default, it should be 9.00am. Should be editable | | Pickup location | Dropdown | Mandatory | The option should load from the Navotar based on the client ID.  It should have a location selected by default. | | Drop off location | Dropdown | Mandatory | The option should load from the Navotar based on the client ID.  It should have a location selected by default. | | Back | Button |  | Should take to Dashboard | | Next |  |  | Should take to Step 2  When user click on “Next” the system should validate the Store Hours configured in the Navotar Admin. |   Once all the details are entered properly, the user will be able to go to the second page of the booking process by clicking the “Next” button found in the screen.  **Step 2 – Category Selection**  The second page of the booking process would be to select which category of vehicle the user is looking for.  On this page, these shall be two new buttons besides the bottom navigation buttons.  These two buttons will have icons for a Car and a Boat where the user shall be able to select the type of vehicle they would like to search for.   |  |  |  |  | | --- | --- | --- | --- | | Label Name | Type of Field | Optional / Mandatory | Special Comment | | Car Icon Button | Button |  | Should take to Step 3, only searching for Cars | | Boat Icon Button | Button |  | Should take to Step 3, only searching for Boats | | Back | Button |  | Should take to Step 1 |   **Step 3 – Vehicle Selection**  The third page of the booking process would be like the sketch below.     |  |  |  |  | | --- | --- | --- | --- | | Label Name | Type of Field | Optional / Mandatory | Special Comment | | Vehicle Image | Label | Mandatory | Should display the Vehicle Image here.  Should load from Navotar Vehicle Module. | | Vehicle Name | Label | Mandatory | Should display the Vehicle Name which is a combination of the Vehicle Make and Model together.  Should load from Navotar Vehicle Module. | | No of Seats | Label | Mandatory | Should display the No of Seats option here  Should load from Navotar Vehicle Type Module. | | Daily Rate | Label | Mandatory | System should auto calculate the rental fee and should display the amount here based on the mentioned date / time and location. | | Back | Button |  | Should take to Step 2 | | Next | Button |  | Should take to Step 4 |   In here, the user should be able to select the vehicle for the reservation. All the individual vehicles which are available for the mentioned date / time and location should load here. If the vehicle is not available, it should display as Unavailable where the price should not be displayed here.  Only one vehicle can be selected per reservation. User can select the vehicle by clicking on Vehicle Card.  Once the user has selected the vehicle, the user should be able to go to the next step by clicking the “Next” button in the screen.  **Step 3 – Rental Rates**  The third screen related to the booking process would be like the same as the sketch below.  C:\Users\Home\Desktop\Wire Frames\Book Now 3.png  In this page, the user should be able to see,   * Misc. Charge selection * Tax charges selection * Promotional code entry.  |  |  |  |  | | --- | --- | --- | --- | | Section Name | Type of Field | Optional / Mandatory | Special Comment | | Misc. Charges | Checkbox | optional | The Mis.Charge which is related to the specific vehicle type and location should load here. All Per Day, Fixed and Percentage Mis.Charge should load here.  The mandatory Mis.Charge should load automatically and the user cannot uncheck.  With the optional Mis.Charge the user should be able to choose if required. | | Tax charges | Checkbox | optional | The Tax which is related to the specific location should load here. | | Promotional code | Textbox | optional | If the promotional code is entered, the code should be validated by availability.  If the code is available, the price should get calculated accordingly. | | Back | button |  | Should take to previous screen. | | Next | button |  | Should redirect to Summary of charges |   The “Total charges” should be displayed automatically by the number of misc charges, rates and tax calculations.  **Step 4 - Summary of charges.**  The screen for summary of charges would be same as the sketch below.    This screen will be displaying all the summary on the particular reservation. The summary will be containing the details on   |  |  |  |  | | --- | --- | --- | --- | | Section Name | Type of Field | Optional / Mandatory | Special Comment | | Vehicle details | Label |  | Nothing can be edited  Should display the Vehicle Type | | Charges | Label |  | Nothing can be edited  It should display the following;   * No of Days * Total Rental Fee * Discount * Total Mis.Charge * Total Tax Amount * Total Amount | | T&C | Checkbox | Mandatory | The user has to accept the T&C by clicking on the checkbox there. | | Book Now | Button |  |  |   If the user does not accept the terms and conditions, there should be a pop-up saying, “Please accept the terms and conditions.”  Once the terms and condition is accepted by the user, he/she should be able to create the reservation by clicking the “Book Now” button.  If the reservation is created properly, there should be a pop-up message saying that the reservation has been created successfully. Furthermore, the reservation should get created in the reservation section of Navotar!  The screen lay of the pop-up should be like the sketch below.  C:\Users\Home\Desktop\Wire Frames\popup reservation.png  If the user clicks on “Back to dashboard”, the user should be able to get back to the home page. If the user clicks in “View Reservation”, the mobile app should be redirected to the upcoming reservation page.  **Requirement 06: Upcoming reservations**  This function will show all the reservations in a list. Once the user clicks, the user should be able to see all the open reservations as “Upcoming Reservations”.  The layout for this particular screen should be shown as the sketch below. In this screen the user should be able to view the following information;   * Reservation No * Checkout Date & Time * Checkin Date & Time * CheckOUT Location * CheckIN Location * Status     Here the user should be able to see all the details on a particular reservation by clicking on a reservation. All the details in the reservations should be displayed once the user clicks. The following sketch will give an idea on what the screen should like.     |  |  |  |  | | --- | --- | --- | --- | | Section Name | Type of Field | Optional / Mandatory | Special Comment | | Reservation ID | Label |  | Should load from the Navotar System. | | Status | Label |  | Should load from the Navotar System. | | CheckOUT Location | Label |  | Should load from the Navotar System. | | CheckOUT Date & Time | Label |  | Should load from the Navotar System. | | CheckIN Location | Label |  | Should load from the Navotar System. | | CheckIN Date & Time | Label |  | Should load from the Navotar System. | | Created Date & Time | Label |  | Should load from the Navotar System. | | Vehicle Type | Label |  | Should load from the Navotar System. | | No of Days | Label |  | Should load from the Navotar System. | | Total Rental Fee | Label |  | Should load from the Navotar System. | | Discount | Label |  | Should load from the Navotar System. | | Total Mis.Charges | Label |  | Should load from the Navotar System. | | Total Tax Charges | Label |  | Should load from the Navotar System. | | Grand Total | Label |  | Should load from the Navotar System. | | Advance Paid | Label |  | Should load from the Navotar System. | | Balance Due | Label |  | Should load from the Navotar System. | | Cancel | Button |  | If the user cancels the reservation, should be updated in the system but should not be deleted.  The cancel option should come only if the status of the reservation is “Open” |   If the user clicks on “Cancel”, the screen should redirect to another screen where the user can confirm the cancellation process. The screen should be like the sketch below.  C:\Users\Home\Desktop\Wire Frames\Upcoming Reservation 3.png  If the user clicks on “Confirm”, the reservation should be cancelled, and the list should be updated with the open reservations  **Requirement 07: My Rentals**  This particular requirement is to list all the agreements that have been made according to the agreement created by the user.  The user should not be able to create the agreements by using the mobile app. All the agreements should be created by the Rental Company in Navotar system. The user should be able to get the details.  The user should be able to view the details regarding the agreement by selecting the agreement number. There will be no “Cancel” button since the user should not be able to cancel the agreement. If the user wants to cancel the agreement, they should contact the company.  The screen for the agreement page should be like the sketch below.    Once the user clicks on the Agreement number, the user should be able to view the agreement. The user should not be able to edit the agreement. In case the user wants to edit the agreement, he/she has to contact the company.  The screen of the agreement should like the sketch below,     |  |  | | --- | --- | | Label Name | Type of Field | | Agreement ID | Label | | Status | Label | | CheckOUT Location | Label | | Checkout Date & Time | Label | | CheckIN Location | Label | | CheckIN Date & Time | Label | | Created Date | Label | | Vehicle | Label  Should display Make Model Year | | Vehicle Type | Label | | License No | Label | | No of Days | Label | | Total Rental Fee | Label | | Discount | Label | | Total Mis.Charge | Label | | Total Tax Charge | Label | | Grand Total | Label | | Advance Paid | Label | | Balance Due | Label | | Balance Deposit | Label |  |  |  |  |  | | --- | --- | --- | --- | | label Name | Type of Field | Optional / Mandatory | Special Comment | | Signature | Signature Pad | Optional | If the Agreement Status is Open. The user should be able to use this and sign the agreement. The user shall sign only once. Once he signs, he or she will not be able to edit the signature. But while signing for the first time if he wanted to change the signature, he can click the clear button to clear that signature and sign it again. Once he saved the signature the user can’t clear it. | | Damage checklist | button | Optional | The user would be redirected to damage checklist screen | | Print | button | Optional | The user should be redirected to the webpage where the agreement would be printed. |   **“Damage checklist” button**  When the user clicks on “Damage check list”, the user should be redirected to another screen where all the damages of the vehicle can be tracked.  **Condition 1 -** If the Agreement Status is Open; It should display only the CheckOUT Damage Diagram and Checklist. The user should not be able to edit any information here. It should have an option for customer to upload vehicle images by clicking on **Vehicle Images** button. Once the customer captures the image in this app it should be saved in Navotar agreement under damage and there should be a description saying that “**Saved from Customer**”    **Condition 2 –** If the Agreement Status is Pending Payment, Pending Deposit and Closed; It should display both the CheckOUT & CheckIN Damage Diagram and CheckList. The user should not be able to edit any information here.   In checkout screen the customer would only be able to see the images he uploaded previously and in checkin screen the customer should be able to upload new images. The images which are uploaded here should be updated in Navotar agreement accordingly.      **“Print” button**  When the user click on “Print”, the mobile app should redirect and print the agreement on a web screen.  The user should be able to print the agreement only. There should be no other additional features in the web page.  **Requirement 08: My Profile**  This function is to view the profile of the particular user. All the details of the user will be populated automatically. All the details of the user should collect to the system when user sign up for the mobile app.  There should be some fields which can be edited by the user in the profile where are other fields should not allow the user to edit.  The screen of the user profile should same as the following sketch.  C:\Users\Home\Desktop\Wire Frames\User Profile.png  In here, there should be three buttons for different purposes. They are,   * update profile * log out * contact us  1. “**Update Profile” button**   This button will be used to update the profile details. The user should be able to edit some fields from the profile but not every detail.  When the user clicks on the “Update profile” button, the screen should be like as the sketch below.    The user should be able to edit all the details in the update screen. They can edit,   * First name * Last name * Address * City * State * Postal Code * Country * Mobile number   Once the details have been updated, click on “Save” button, the details should be saved in the mobile app, the company name, as well as in Navotar System.  Meanwhile, the mobile screen should redirect on to User profile screen.   1. “Log out”   In here, the user should be able to exit the mobile app by clicking the “Log out” button. when the user comes back to the mobile app again, the log in page should be there.   1. “Contact Us”   This function will be used to contact the company where this user belongs to. The user should be able to send any queries to the company by clicking this button.  The screen of the “Contact Us” should be as the sketch below.    The user should be able to send the request to contact the user by entering the name, email address, mobile number and message. All the fields here should be mandatory whereas the user should enter all the details here.  When the user clicks on “Submit”, the request should be sent to the company. | | | | | | | | |
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| Requested by EZ Rental (1230) | | | | | | | | |
| Impact Assessment | | | | | | | | |
| Impact Description | | | | | | | | |
|  | | | | | | | | |
| Risk Assessment | | | | | | | | |
|  | | | | | | | | |
| Complexity of Implementation | | Medium | | Estimated Effort (person days) | | | <Estimated effort in person days to accommodate this change> | |
| Schedule Impact (calendar days) | | <Estimated impact to the schedule in calendar days if the change affects the critical path of the engagement> | | | | | | |
| Impact Assessed by | | <Name of the person who assessed the impact> | | | | | | |
| Client Approval | | | | | | | | |
| Approval Status | | Open | | | | | | |
| Approved By | |  | | | | | | |

# Change Request Process States

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| --- | --- | --- | --- |
| **State** | **Definition** | **State** | Definition |
| Open | CR is not submitted to CCB | Received | This state is assigned on receiving a new Change Request. |
| Approved | Change Request is valid and agreed for implementation. | WIP | This state is assigned to a CR being updated by a BA. |
| Disapproved | Change Request is valid but not approved. | Shared | This state is assigned to a CR that is shared with client and waiting confirmation. |
| Deferred | Change Request is approved, but "out of scope" for the current release(s). This CR will be reconsidered for approval at a latter point in time (release or iteration). | Assigned | This state is assigned to a CR that is assigned to the product vertical for implementation. |
| Withdrawn | Change Request is approved but withdrawn from being implemented. | Complete | This state is assigned to a CR that is implemented and ready for verification. |
| Duplicate | A Change Request in this state is believed to be functionally describing an existing functionality or CR (must be subjected to an investigation). | Closed | This state is assigned to a CR that does not require attention. |
| ejected | A Change Request is not a valid requirement. |  |  |

**Preferred Font.**

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**Appendix**

*[Include any additional information related to the engagement that must be provided as part of this document.]*